

December 8, 2005

**VIA HAND DELIVERY & ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

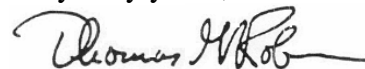
**RE: Docket 3628 - Trouble Non-Outage Report for November 2005**

Dear Ms. Massaro:

Enclosed please find ten (10) copies of The Narragansett Electric Company's d/b/a National Grid Trouble, Non-Outage Report ("Report") for November 2005. This Report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket 3628.

Thank you for your attention to this filing. If you have any questions concerning this Report, please do not hesitate to call me at (508) 389-2877.

Very truly yours,



Thomas G. Robinson

Enclosures

cc: Docket 3628 Service List  
Paul Roberti, Esq.  
Al Contente, Division  
Steve Scialabba, Division

**National Grid**  
**Trouble Non-Outage and Outage Calls Report<sup>1</sup>**  
**2005**

| <u>2005</u>  | Number of<br>Trouble<br>Non-Outage<br><u>Calls</u> | Number of<br><u>Outage Calls</u> | Total Number of<br><u>All Calls</u> |
|--------------|--|----------------------------------|-------------------------------------|
| January      | 300  | 5,600                            | 30,532                              |
| February     | 222  | 4,481                            | 29,646                              |
| March        | 269  | 5,082                            | 35,040                              |
| April        | 281  | 5,915                            | 38,948                              |
| May          | 219  | 5,559                            | 39,327                              |
| June         | 260  | 6,928                            | 40,575                              |
| July         | 335  | 10,616                           | 43,808                              |
| August       | 259  | 9,969                            | 50,483                              |
| September    | 225  | 6,167                            | 46,193                              |
| October      | 256  | 10,959                           | 52,384                              |
| November     | 161  | 4,842                            | 39,921                              |
| December     |  |                                  |                                     |
| <b>Total</b> | <b>2,787</b>                                       | <b>76,118</b>                    | <b>446,857</b>                      |

<sup>1</sup>The numbers contained in this report reflect calls answered by a customer service representative.

### Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the parties listed below.



\_\_\_\_\_  
Joanne M. Scanlon

December 8, 2005

Date

**Narragansett Electric Company – Service Quality Plan**  
**Docket 3628 - Service List as of 10/27/04**

| Name   | E-mail Distribution List   | Phone/FAX                                 |
|--|--|---|
| Laura Olton, Esq.<br>Narragansett Electric Co.<br>PO Box 1438<br>Providence RI 02901-1438  | <a href="mailto:Laura.olton@us.ngrid.com">Laura.olton@us.ngrid.com</a>                   | 401-784-7667<br>401-784-4321              |
|  | <a href="mailto:Joanne.scanlon@us.ngrid.com">Joanne.scanlon@us.ngrid.com</a>             |   |
| Leo Wold, Esq.<br>Dept. of Attorney General<br>150 South Main St.<br>Providence RI 02903   | <a href="mailto:Proberti@riag.state.ri.us">Proberti@riag.state.ri.us</a>                 | 401-222-2424<br>ext. 2299<br>401-222-3016 |
|  | <a href="mailto:Steve.scialabba@ripuc.state.ri.us">Steve.scialabba@ripuc.state.ri.us</a> |   |
|  | <a href="mailto:David.stearns@ripuc.state.ri.us">David.stearns@ripuc.state.ri.us</a>     |   |
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| John Stutz<br>Tellus Institute<br>11 Arlington St.<br>Boston MA 02116-3411   | <a href="mailto:Jstutz@tellus.org">Jstutz@tellus.org</a>                                 |   |
| W. Mark Russo, Esq.  | <a href="mailto:mrusso@frlawri.com">mrusso@frlawri.com</a>                               |   |
| <b>Original &amp; nine (9) copies file w/:</b><br>Luly E. Massaro, Commission Clerk<br>Public Utilities Commission<br>89 Jefferson Boulevard<br>Warwick RI 02888 | <a href="mailto:Lmassaro@puc.state.ri.us">Lmassaro@puc.state.ri.us</a>                   | 401-941-4500                              |
|  | <a href="mailto:Sfrias@puc.state.ri.us">Sfrias@puc.state.ri.us</a>                       |   |
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cc: Steve Scialabba, RI Division